MOORE COUNTY GOVERNMENT

Position Vacancy Announcement

CUSTOMER SERVICE REPRESENTATIVE - AIRPORT

This Position is Part Time with NO Benefits

Vacancy Number
16-1045

Hiring Range
$10.00 Per Hour

Opening Date
April 5, 2016

Closing Date
OPEN UNTIL FILLED

Submit your completed County of Moore Application To:
Moore County Airport
P.O. Drawer 5809
Pinehurst, NC 28374
Phone: (910) 692-3212, Ext. 234 (Crystal Meyers)

You may also pick up an application at:
Moore County Airport
7825 Aviation Drive
Carthage, NC 28374

Resumes and references must accompany application. Incomplete, unsigned, or any application other than a Moore County Airport or County of Moore application will not be forwarded to the hiring authority.

Applications received after the closeout date/time indicated will not be eligible for consideration.

Moore County Human Resources Office is not responsible for failure to receive faxed applications.

Please take a moment to ensure your transmission was received.

ESSENTIAL JOB DUTIES

This position performs customer service related tasks, maintains schedules, invoicing, and must have strong people skills. This position receives and processes telephone calls; handles public/customer inquiries and requests; performs tasks including word processing and data processing; maintains complex and/or confidential records and files. Maintains supplies. Must possess proficient computer skills and experience using current business software. Experience with Microsoft Outlook, Word, Excel, and Power Point are required. Ability to operate and maintain copiers, credit card and fax machines. Will perform other duties as required. Must be able to work flexible hours including evenings, weekends and holidays.

KNOWLEDGE AND SKILL REQUIREMENTS

- Comprehensive knowledge of standard customer service practices, procedures, equipment and secretarial techniques;
- Ability to maintain account of cash drawer;
- comprehensive knowledge of the organization and functions of the airport, and of general administrative policies and practices;
- Ability to keep office records and maintain schedules; ability to perform and organize work independently;
- Ability to type and to prepare effective correspondence on routine matters;
- Ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent and customer service experience with computer knowledge, including MS Office;
- Experience in the field of aviation preferred.

LICENSE AND CERTIFICATION REQUIREMENTS

- Must possess and maintain a valid North Carolina Driver's License.

PHYSICAL REQUIREMENTS

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

The County of Moore is a drug-free workplace and Equal Opportunity employer.

In compliance with the Immigration Reform and Control Act of 1986, Moore County will employ only those individuals who are U.S. citizens or legal aliens authorized to maintain employment in the United States.

All applicants tentatively selected for this position will be required to submit to a pre-employment drug test and post offer physical.

Moore County is an E-Verify Participant